

**WHAT IS CLAIMED IS:**

- 1 1. A method of providing a user with a password, said  
2 method comprising:  
3 receiving a call from the user;  
4 receiving one or more spoken words from the user;  
5 authenticating the received words using a voice  
6 signature corresponding to the user; and  
7 delivering the password to the user in response to  
8 authenticating the user.
- 1 2. The method as described in claim 1 further comprising:  
2 receiving an identifier corresponding to the user; and  
3 validating the user based upon the identifier.
- 1 3. The method as described in claim 1 further comprising:  
2 resetting the password prior to the delivering.
- 1 4. The method as described in claim 1 further comprising:  
2 retrieving one or more system names in response to  
3 authenticating the user;  
4 receiving one or more selections from the user,  
5 wherein each selection corresponds with one of  
6 the system names; and  
7 delivering the passwords corresponding to the one or  
8 more selected systems to the user.
- 1 5. The method as described in claim 1 wherein the  
2 delivering is selected from the group consisting of  
3 recording the password on a voice mail account  
4 corresponding to the user, sending the password to an  
5 email account, telephoning a predetermined telephone

6 number and audibly providing the password, providing  
7 the password to a wireless device, mailing the  
8 password to a predetermined postal address, and  
9 providing the password to the user during the call.

1 6. The method as described in claim 1 further comprising:  
2 prompting the user for one or more random words,  
3 wherein the received spoken words are in response  
4 to the prompting.

1 7. The method as described in claim 1 further comprising:  
2 logging data corresponding to the call in response to  
3 not authenticating the user.

1 8. The method as described in claim 1 further comprising:  
2 receiving an identifier corresponding to the user; and  
3 retrieving the voice signature from a data store  
4 including one or more voice signatures based on  
5 the received identifier.

1 9. The method as described in claim 1 further comprising:  
2 receiving a voice input from the user prior to  
3 receiving the call;  
4 determining the voice signature based upon the voice  
5 input; and  
6 storing the voice signature.

1 10. The method as described in claim 1 further comprising:  
2 logging information corresponding to the call in an  
3 audit data store.

1 11. An information handling system comprising:  
2 one or more processors;  
3 a memory accessible by the processors;

4 a telephone interface accessible by the processors;  
5 a nonvolatile storage device accessible by the  
6 processors; and  
7 a password reset tool for providing a user with a  
8 password, the password reset tool including:  
9 means for receiving a call from the user to the  
10 telephone interface;  
11 means for receiving an identifier corresponding  
12 to the user;  
13 means for receiving one or more spoken words from  
14 the user;  
15 means for retrieving a voice signature  
16 corresponding to the user from the  
17 nonvolatile storage device;  
18 means for authenticating the received words using  
19 a voice signature corresponding to the user;  
20 and  
21 means for delivering the password to the user in  
22 response to authenticating the user.

- 1 12. The information handling system as described in claim  
2 11 further comprising:  
3 means for retrieving one or more system names in  
4 response to authenticating the user;  
5 means for receiving one or more selections from the  
6 user, wherein each selection corresponds with one  
7 of the system names; and  
8 means for delivering the passwords corresponding to  
9 the one or more selected systems to the user.
- 1 13. The information handling system as described in claim  
2 11 further comprising:

3 means for prompting the user for one or more random  
4 words, wherein the received spoken words are in  
5 response to the prompting.

1 14. The information handling system as described in claim  
2 11 further comprising:

3 means for logging data corresponding to the call in  
4 response to not authenticating the user.

1 15. The information handling system as described in claim  
2 11 further comprising:

3 means for receiving a voice input from the user prior  
4 to receiving the call;

5 means for determining the voice signature based upon  
6 the voice input; and

7 means for storing the voice signature.

1 16. A computer program product for providing a user with a  
2 password, said method comprising:

3 means for receiving a call from the user;

4 means for receiving one or more spoken words from the  
5 user;

6 means for authenticating the received words using a  
7 voice signature corresponding to the user; and

8 means for delivering the password to the user in  
9 response to authenticating the user.

1 17. The computer program product as described in claim 16  
2 further comprising:

3 means for receiving an identifier corresponding to the  
4 user; and

5 means for validating the user based upon the  
6 identifier.

1 18. The computer program product as described in claim 16  
2 further comprising:  
3 means for resetting the password prior to the  
4 delivering.

1 19. The computer program product as described in claim 16  
2 further comprising:  
3 means for retrieving one or more system names in  
4 response to authenticating the user;  
5 means for receiving one or more selections from the  
6 user, wherein each selection corresponds with one  
7 of the system names; and  
8 means for delivering the passwords corresponding to  
9 the one or more selected systems to the user.

1 20. The computer program product as described in claim 16  
2 wherein the means for delivering is selected from the  
3 group consisting of means for recording the password  
4 on a voice mail account corresponding to the user,  
5 means for sending the password to an email account,  
6 means for telephoning a predetermined telephone number  
7 and audibly providing the password, means for  
8 providing the password to a wireless device, means for  
9 mailing the password to a predetermined postal  
10 address, and means for providing the password to the  
11 user during the call.

1 21. The computer program product as described in claim 16  
2 further comprising:  
3 prompting the user for one or more random words,  
4 wherein the received spoken words are in response  
5 to the prompting.

- 1 22. The computer program product as described in claim 16  
2 further comprising:  
3 means for logging data corresponding to the call in  
4 response to not authenticating the user.
- 1 23. The computer program product as described in claim 16  
2 further comprising:  
3 means for receiving an identifier corresponding to the  
4 user; and  
5 means for retrieving the voice signature from a data  
6 store including one or more voice signatures  
7 based on the received identifier.
- 1 24. The computer program product as described in claim 16  
2 further comprising:  
3 means for receiving a voice input from the user prior  
4 to receiving the call;  
5 means for determining the voice signature based upon  
6 the voice input; and  
7 means for storing the voice signature.
- 1 25. The computer program product as described in claim 16  
2 means for logging information corresponding to the  
3 call in an audit data store.
- 1 26. The computer program product as described in claim 16  
2 further comprising:  
3 means for receiving an identifier corresponding to the  
4 user; and  
5 means for identifying the password based upon the  
6 identifier.